

## Terms and conditions

### 1. Vehicle Hire Charge

Vehicle Hire Charge is the cost including VAT and insurance for up to 2 drivers (<sup>1</sup> note driver eligibility in section 3).

Vehicle Hire Charge does not include the following charges:

- Security deposit £300
- Vehicle excess deposit £500 to £1000 dependent on license country of issue and age of drivers (see section 3 below)
- Festival surcharge £250
- Glampervan Luxuries - various prices

### 2. Vehicle Hire Charge rates as at 20 January 2017.

	dates		Daily rate	3 days Friday to Monday	4 days Monday to Friday	7 days (starting Monday or Friday)
Winter	5Jan17	13April17	£120	£360	£480	£800
Easter	14April17	20April17	£150	£450	£600	£1000
Spring	21April17	25May17	£120	£360	£480	£800
Late Spring	26May17	29Jun17	£140	£420	£560	£950
Summer	30Jun17	7Sept17	£150	£450	£600	£1000
Late Summer	8Sept17	28Sept17	£140	£420	£560	£950
Autumn	29Oct17	14Dec17	£120	£360	£480	£800
Christmas	15Dec17	4Jan18	n/a	n/a	n/a	£1200

Included in the vehicle hire charge rates:

- Unlimited mileage.
- Insurance for up to 2 drivers covering UK and Europe (except Turkey). Note driver restrictions and, deposit and excess requirements. Further drivers can be added to the insurance at a cost of £25 per driver.
- Bedding and towels for each of the named passengers.
- Kitchen equipment for preparation of meals. Note that food is **not** included in the hire charge.
- Solar panel for leisure battery charging.
- Gas bottles for heating, hot water, and cooking.
- Mobile WIFI – limited to service provider's area of cover.

Note that these rates can be changed at any time (in advance of any booking) at the owner's discretion.

### 3. Eligibility to drive a Glampervan

Following booking, each of the drivers will be required to complete a 'DRIVERS DETAILS AND INSURANCE ACCEPTANCE FORM' and supply the appropriate supporting documentation.

#### 3.a UK License holders

UK driver's license holders need to provide the following to enable vehicle rental and insurance:

- Completed DRIVERS DETAILS AND INSURANCE ACCEPTANCE FORM
- Photocopy of both sides of the driver's license photo card
- Two (2) utility bills issued within the previous 90 days confirming the name and address. Utility bills, council tax, bank or credit card statements are acceptable. Mobile phone or insurance documentation cannot be accepted.
- DVLA check code issued within the past 21 days to allow a DVLA license check. Application for the code can be done at <https://www.gov.uk/view-driving-licence>

Each driver's proof of address and original license is to be presented at the time of vehicle collection. The owner reserves the right to cancel the Glampervan hire if, at the presentation of the documentation they are found to be invalid; not in accordance with the required conditions; or if insurance is declined for any reason. Note that rental fees will not be refunded.

### 3.b Non-UK License holders

Non-UK driver's license holders need to provide the following to enable vehicle rental and insurance:

- Completed DRIVERS DETAILS AND INSURANCE ACCEPTANCE FORM
- Photocopy of both sides of the driver's license
- Photocopy of the driver's passport
- Copy of travel documents

Each driver's original license and passport is to be presented at the time of vehicle collection. The owner reserves the right to cancel the Glampervan hire if, at the presentation of the documentation they are found to be invalid; not in accordance with the required conditions; or if insurance is declined for any reason. Note that rental fees will not be refunded.

### 3.c Age Restrictions

To meet the insurance criteria, drivers must be aged between 21 and 75. Note that there are additional insurance excess requirements for drivers who are aged 21 to 25.

Drivers aged between 76 to 79 will be considered on a case by case basis, at the discretion of the Owner and the Insurance provider. Note that there may be an additional insurance surcharge payable.

### 3.d Country Restrictions

Driver licences issued in the UK, EU (except where listed below), Australia, Canada, New Zealand, Ireland, South Africa, USA are accepted for insurance purposes.

Driver licences issued in Belarus, Bermuda, Bosnia, Hong Kong, Israel, Latvia, Montenegro, Russia, Serbia, Singapore, Turkey are also accepted however will need to pay a higher Insurance Excess Deposit (see section 4 below).

Drivers with licenses issued from other countries will be considered on a case by case basis at the discretion of the Owner and the Insurance provider.

### 3.e Driving Experience

For insurance purposes, all drivers must have held a full driver's license for at least 24 months prior to collection of the vehicle. There can be no exceptions to this requirement.

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## 4. Security Deposit and Insurance Excess Deposit

4.a A security deposit of £300 will be held by the owner.

4.b Additionally, an insurance excess deposit will also be held. The amount of the excess is dependent on the country of issue of the driver's licence (s) and the age (s) of the drivers. The excess will be at the highest band of any of the insured drivers.

Note that it is illegal to drive a vehicle without valid insurance.

Insurance Excess bands as at 20January2017:

Insurance Band A - £500

- drivers aged 25 to 75 years' old
- drivers from UK, EU (except where listed below), Australia, Canada, New Zealand, Ireland, South Africa, USA

Insurance Band B - £750

- drivers aged 23 to 24 years' old
- drivers from Belarus, Bermuda, Bosnia, Hong Kong, Israel, Latvia, Montenegro, Russia, Serbia, Singapore, Turkey

Insurance Band C - £1000

- drivers aged 21-22 years' old

If the renter's licensing country is not listed above, insurance coverage (²) will be reviewed on a case by case basis at the owner and insurance company's discretion.

### 4.c Return of Security Deposit.

The £300 security deposit will be returned to the renter 28 days after return of the vehicle. This allows any loss, damage, fines, or penalties to be received and identified. Breakage charges will be charged as per the inventory list prices. Note that other costs may be charged at the owner's discretion due to inconvenience and potential loss of revenue.

### 4.d Return of Insurance Excess Deposit.

The insurance excess deposit will be returned within 2 working days, if there is no structural or mechanical damage to the vehicle.

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## 5. Insurance

The Vehicle Hire Charge includes Comprehensive vehicle insurance cover underwritten by Highway Insurance, part of the Liverpool Victoria group of companies. You are insured under the terms of the policy against any liability loss or damage that occurs during the period specified in your Rental agreement.

Please request Glampervan UK to issue you a full copy of the insurance policy or download it here.

Note that a £500 excess is applicable for all claims. This amount will increase to £1000 for drivers aged, 21-22, or £750 for drivers aged 23-34.

### 5.a Geographical cover

The insurance policy covers the following countries:

Great Britain, Northern Ireland, the Isle of Man, the Channel Islands, the Republic of Ireland, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France (including Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (including San Marino and the Vatican City), Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland (including Liechtenstein).

### 5.b Third party cover

You are insured against everything you legally have to pay to people who claim for damages, costs and expenses if they arise from a claim caused by an accident while an 'approved driver' is driving the vehicle; up to a limit of £5,000,000.

### 5.c Fire and Theft

You are insured against loss or damage to the vehicle caused by fire, lightning, explosion.

You are co-insured for theft or conversion including cooking & heating. As such, the Renter shall be responsible for 25% of every claim whereby the 25% is not less than the applicable excess amount.

Note that insurance is void if the Renter (and passengers) have not taken reasonable care to protect the vehicle – including but not limited to - leaving the vehicle in a hazardous location, not locking the vehicle, leaving the keys in the vehicle.

### 5.d Accidental Damage

You are insured against the loss or damage of the vehicle and up to £1000 of the vehicles 'standard' accessories.

Window's and windscreens, excluding roof panels and skylights are insured. Please note that repair or replacement of windows needs to be informed to HIGHWAY GLASSLINE (tel: 0800 678 1010). Additional costs may be incurred by the Renter for window repairs outside of normal working hours unless the windscreen has shattered; the driver's vision or the security is affected. If the windows are replaced – the cost of the insurance excess needs to be paid directly to the repairer. If the windscreen can be repaired, no windscreen excess will apply.

You are insured up to £1000 for replacement keys/locks if the keys have been stolen; and it is likely that the 'thief' knows the location and identify of the vehicle.

The Renter and named passengers are insured for medical expenses from injuries sustained in an accident in the vehicle up to £150 + the *compulsory emergency medical treatment fee* – for each person.

You are not insured for tyres, or damage caused by frost (i.e. pipes bursting).

### 5.e European cover

You are insured in compliance with EU & EC Directives that require necessary cover to meet the laws on compulsory insurance of motor vehicles in the country you are visiting i.e. the level of cover provided will be the minimum required to comply with the laws on the compulsory insurance of motor

vehicles of the country in which the accident occurs. If the minimum cover required by the laws of Great Britain is wider than that of such EU Member State, the level of cover provided will be that applicable in Great Britain.

### 5.f Personal accident cover

If the Renter suffers accidental bodily injury due to the vehicle, you are insured for £5000 if, within 3 months of the accident, the bodily injury is the sole cause of:

- Death
- Irrecoverable loss or sight in one or both eyes
- Loss of any limb.

5.g Renter and passenger's personal belongings

Neither the Owner nor the insurance provider are responsible for any loss or damage to any of the Renters' - or passenger's - personal possessions.

Any claims for loss or damage of personal possessions should be directed to the Renter's travel insurance provider.

5.h Legal Expenses

You are insured to a maximum £100,000 for any legal expenses for any claim or claims arising from one road traffic collision (incident). The Insurance provider will appoint their own panel of solicitors and any other suitably qualified person to represent the Renter/passengers in the proceedings.

Please request to Owner a full copy of section 18 of policy if Renter would like full details of legal expense cover.

5.i Not covered

You are not covered for any accident, injury, loss or damaged caused directly or indirectly by:

- War, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil unrest, revolution;
- Act of terrorism, riot or similar event occurring elsewhere than in England, Scotland, Wales, the Isle of Man, or the Channel Islands;
- Earthquake;
- Ionising radiations or contamination from nuclear fuel or nuclear waste or from the burning or explosion of nuclear fuel;
- The radioactive, toxic, explosive, or other dangerous properties of any nuclear installation, reactor, or other nuclear assembly or its component part;
- Any weapon or device using atomic or nuclear fission or fusion or radioactive force or matter;
- Pressure waves caused by aircraft and other flying objects; or
- Carrying any hazardous goods.

You are not covered for any liability for death, injury, or damage when the vehicle is not on a PUBLIC ROAD.

You are not insured against deliberate loss.

Should the insurance policy become invalidated for any reason, you will be held responsible for all costs, third party costs and liabilities, and agree to indemnify the company from all liability.

5.j What to do if you have an accident.

You must STOP at the scene of an accident. You must exchange details with the other party involved.

If you have an accident, you must not admit responsibility.

You should

- Ensure you get the names, addresses, phone and email address of everyone involved, including witnesses and the attending police officers if applicable.
- Take note of the exact location of the accident and if possible (and safe to do so); please take photos of all the vehicles involved; and the surrounding environment, road signs and markings.
- Notify the other parties of the ALP insurance policy No (detailed on the insurance instructions in the glove box)
- Make the vehicle secure - if it is safe to do so.
- Inform Glampervan UK as soon as possible so they can inform the insurance provider.
- Ensure that you get a copy of the accident report from the police.

5.k Renter's personal possessions.

Neither the Owner nor the insurance provider are not responsible for any loss or damage to any of the Renters' - or passenger's - personal possessions. Any claims for loss or damage of personal possessions should be directed to the Renter's travel insurance provider.

### 6. Payments

#### 6.a For bookings made **more than 14 days** prior to travel

Payment of the vehicle hire charge, security deposit, and insurance excess deposit need to be received by GlampervanUK (Jones @ 101 Limited) within 7 days of booking.

If payment is not received after 6 days an email reminder will be sent to the email address listed as Driver 1. If no response is received within 24 hours of the email, the booking will be automatically cancelled.

#### 6.b For bookings made **within 15 days** of travel

To make a booking within 15 days of travel, payment of the vehicle hire charge, 'Glampervan Luxuries', security deposit, and insurance excess deposit needs to be completed immediately.

#### 6.c Payment methods

Rental payments can be received via PayPal (louise@glampervanuk.com), Bank transfer or cheque.

Bank transfers should be made to the following account:

Jones at 101 Limited  
HSBC; Beaconsfield branch  
Account Number: 61417150  
Sort code: 40-09-29

Reference should be booking name and date of planned collection e.g. JONES 200117 (20January2017)

If payment is made by cheque, note that bookings will not be considered confirmed until all funds are cleared and traceable.

For insurance purposes, note that the Security & Excess Deposit must be paid with a **valid credit card** (visa or MasterCard).

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### 7. Glampervan Luxuries

#### 7.a Glampervan Luxuries – for rent

GlampervanUK offer the following items for rental. The rental cost is a one-off payment for a rental duration up to 7 days.

Rental bikes are supplied by Chilterns Cycle Hire. Prices are for 3, 4 or 7 days as detailed on the Luxuries page of the GlampervanUK.com website. Note that an additional bike rental terms and conditions will need to be signed to allow bike rental.

Booking of 'Luxuries' can be done at any time depending on availability. Note that due to limited quantities of 'Luxuries', allocation is done on a 'first paid for' basis.

'Luxury rentals' are to be returned undamaged with the vehicle at the end of the hire period. Any damage will be charged at the owner's discretion and deducted from the security deposit. Replacement due to loss will be charged at the costs as detailed on the inventory list. If the cost is greater than the amount held for the security deposit, funds will be charged to the renter's credit card and / or the Insurance Excess Deposit.

#### 7.b Glampervan Luxuries – for sale

Note that these are purchases and are to be 'retained' or 'used up' by the renter at the end of the rental period.

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### 8. Collection

Collection of the vehicles is between 3pm and 8pm on the evening of the first rental day. Collection outside of these hours may be possible, but will only be agreed on a case by case basis and cannot be guaranteed.

Collection is from **101 Green Hill, High Wycombe, Buckinghamshire HP13 5QB**. Note that this address may change but any bookings that may be affected will be informed in writing at least 14 days prior to collection.

Note that Collection takes between 45 and 60 minutes as a Glampervan orientation and hand over needs to be completed prior to driving the vehicle away.

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### 9. Return

Return of the vehicles is between 7am and 11am on the last day of the rental period. Drop off outside of these hours may be possible, but will only be agreed on a case by case basis and cannot be guaranteed.

Drop off is at **101 Green Hill, High Wycombe, Buckinghamshire HP13 5QB**. Note that this address may change but any bookings that may be affected will be informed in writing at least 14 days prior to collection.

The vehicle is only insured for the agreed rental period. As such, after 8pm on the day of return The Renter will be driving without insurance which is an offence under the Road Traffic Act which is a fixed penalty of £300 and 6 penalty points.

The Owner and the Renter should do a joint 'return inspection' of the vehicle on drop off. If faults or damage is discovered after the Renter has departed. Photos will be taken and emailed to the Renter immediately.

No refund is given for early return of the vehicle.

Should the late return of the vehicle result in delays to other rentals or other costs, the Owner reserves the right to pass these costs onto the Renter.

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### 10. Replacement Vehicles

In the event of a Glampervan being rendered unroadworthy, Glampervan UK will endeavour to find a suitable replacement vehicle.

Glampervan UK however, cannot guarantee the availability of a substitute vehicle. Under these circumstances, The Hirer will receive full refund of monies paid. The Owner is not liable for any further claims due to the unavailability of a vehicle. Any further claims for compensation should be directed to the Renter's travel insurance provider.

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### 11. Festival Rentals.

If attending a festival – there will be an additional £250 charge (inclusive of VAT).

Please note that bedding and other Glampervan accessories maybe changed to more 'robust' items for 'Festivals' at the Owner's discretion.

Failure to notify the Owner that the Glampervan will be attending a Festival will result in The Renter being in breach of the rental agreement and result in cancellation of the agreement.

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### 12. Travel to Europe.

The Hirer is permitted to take the Glampervan outside of the UK - via a ferry - but must inform the Owner **in advance**; each of the countries that will be visited.

Failure to notify the Owner that the Glampervan will be travelling outside of the UK will result in the Renter being in breach of the rental agreement and result in cancellation of the agreement.

Note that Glampervan UK insurance includes covering travel around UK and Europe (with the exception of Turkey).

GlampervanUK also includes UK and Europe roadside assistance / breakdown cover with ALP Road Rescue. Telephone 0333 333 9711.

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### 13. Cancellations

If notification is received in writing more than 4 (four) weeks prior to collection date, then a refund of all rental monies – less a £100 administration charge- will be issued.

If notification is received later than 4 weeks prior to collection date; all monies paid for rental are non-refundable. If the vehicle is consequently hired for the 'cancelled' rental period, then monies equal to 75% of the new hire rate will be refunded.

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### 14. Miscellaneous Charges

#### 14.1 Tolls, Charges and Penalties

It is the responsibility of the 'Renter' to ensure timely payments for parking, road tolls, bridge charges (DART), congestion charges, fines, traffic & other offences and so on. All penalties and court costs for missed payments will be taken out of the 'Renter's' SECURITY DEPOSIT with a £5 admin fee per penalty.

#### 14.2 Fuel

When a Glampervan is returned without a full tank of fuel an estimate will be made by the Owner of the amount of fuel that is short and this will be charged at the rate that is listed on the current terms and conditions at time of collection.

At present the refuelling rate is £150 per litre. A full tank is approximately 80 litres. Note that this rate can be changed at any time at the Owners discretion.

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### 15. Your obligation

- You must look after the vehicle and the keys to the vehicle, ensuring that it is locked and secure when you are away from it, and when appropriate – using all the security devices available. Please ensure that you leave at least 2 exits to the vehicle can be unlocked from inside the vehicle to allow emergency evacuation.
- In bad weather, you must ensure that the vehicle is secured, all awnings and tents are retracted, locked or stored away
- You must ensure that only diesel fuel is put into the vehicle.
- You are responsible for any damage to the vehicle caused by hitting any low-level objects such as bridges or barriers. Note that the height of the vehicle is stuck to the top right hand side of the windscreen.
- You must not sell, rent or dispose of this vehicle. You must not give anyone legal rights over the vehicle.
- You must not let anyone else work on this vehicle without the Owner's written consent.
- You must alert the Owner immediately that you find a fault with the vehicle.
- You must keep the vehicle clean or a surcharge may be incurred for cleaning required beyond our standing cleaning service.
- You are responsible for any repair /replacement costs to the interior of the vehicle when damage has been caused by lack of care whilst rented by the Renter; including – but not limited to - the heating and hot water systems, fridge, oven, mattresses, fixtures and fittings and all inventory.
- You are responsible to ensure that no person smokes within the vehicle, as it is illegal to smoke or allow smoking in a hire vehicle in the UK and you may be fined up to £1000.
- You are responsible for all road charges and tolls, and all penalties incurred during the rental period and agree to indemnify the company from any liability.
- You are responsible to ensure the vehicle is returned with a full tank of fuel. If the tank is not full an estimate of the level will be made by the Owner (or Owner's representative) and fuel costs of £1.50/litre will be charged. Note that a full tank is 100 litres
- You are responsible to ensure the vehicle is returned to the confirmed return address in the same condition as it was when received, with the exception of ordinary wear and tear, on the specified date.

Please note that these responsibilities and obligations cannot be passed onto anyone else.

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### 16. Governing Law

English law will apply to the rental agreement contract.

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# Rental Agreement including Terms & Conditions

## **Booking information & Rental Agreement**

Dates of bookings: collection \_\_\_\_\_ return \_\_\_\_\_

Requested vehicle \_\_\_\_\_

Name of 'the Renter' \_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_ mobile phone number \_\_\_\_\_

Date of birth \_\_\_\_\_ male / female)

The Renter will / will not be driving the vehicle (please delete as appropriate)

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Name of Passenger 2 \_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_ mobile phone number \_\_\_\_\_

Date of birth \_\_\_\_\_ male / female)

The Passenger 2 will / will not be driving the vehicle (please delete as appropriate)

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Name of Passenger 3 \_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_ mobile phone number \_\_\_\_\_

Date of birth \_\_\_\_\_ male / female)

The Passenger 3 will / will not be driving the vehicle (please delete as appropriate)

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Name of Passenger 4 \_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_ mobile phone number \_\_\_\_\_

Date of birth \_\_\_\_\_ male / female)

The Passenger 4 will / will not be driving the vehicle (please delete as appropriate)

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Name of Passenger 5 \_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_ mobile phone number \_\_\_\_\_

Date of birth \_\_\_\_\_ male / female)

The Passenger 5 will / will not be driving the vehicle (please delete as appropriate)

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Name of Passenger 6 \_\_\_\_\_

Address \_\_\_\_\_

Email address \_\_\_\_\_ mobile phone number \_\_\_\_\_

Date of birth \_\_\_\_\_ male / female)

The Passenger 6 will / will not be driving the vehicle (please delete as appropriate)



## Rental Agreement including Terms & Conditions

By signing below, you are confirming that you have fully read and understood all terms and conditions outlined above. If you do not understand any part of these conditions, please contact Glampervan UK to discuss and resolve prior to signing.

By signing below, you confirm you are agreeing to all above terms and conditions outlined above. If you do not agree with any part of these conditions, please contact Glampervan UK to discuss and resolve prior to signing.

By signing below 'I agree to be bound by the terms of conditions of the Highway Insurance policy which I have seen and read or have had the opportunity to see and read'.

By signing below, you agree you are liable for any Fines, Penalties, Charges and any offences under the Road Traffic Act (or other country's Traffic regulations), and agree to indemnify Glampervan UK (and Jones @ 101 Limited) from any liability whilst renting the Glampervan.

By signing below, you are confirming all information provided in the 'your booking information' section is true and correct. If any of the provided details change between time of signing and collection of the vehicle, the 'Renter' will immediately notify the Owner in writing.

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Signature

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date

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Print name